



CONCERNS

Policy

Methodist Ladies' College welcomes and is open to suggestions, the raising of concerns and feedback by students. All concerns raised will be treated as constructive suggestions and will be used to improve processes and the quality of service across the College.

The College is committed to ensuring the safety, welfare and wellbeing of all students. We want everyone to feel safe, happy, and empowered. We have a zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and with consistency. We will always give priority to any concerns involving the safety, welfare, and wellbeing of all students.

We recognise that it is critical to empower children and young people to understand their rights, to report problems and concerns and effectively support them to address the issue.

All concerns will be dealt with fairly and in a prompt and professional manner. The College strives to act with fairness and a lack of bias, or perception of bias at all times.

Child-friendly process

The College is committed to ensuring the concerns process is child-friendly and that students feel respected, valued, listened, and responded to.

All staff, including support staff and volunteers, have been trained to take children and young people seriously when they raise a matter of concern, and that the matter, no matter how trivial, is dealt with respectfully and in accordance with the College's policy and procedures. All staff have been appropriately and adequately trained to manage concerns related to child protection matters. At the start of each school year, the concerns process will be explained to students, using age-appropriate language covering, but not limited to, their right to raise a concern, who they can speak to, how to raise a concern and how concerns are handled.

A student may raise a concern themselves, but also have the option of choosing someone, with whom they feel comfortable, to accompany them or to raise the concern on their behalf.

Confidentiality

The College will treat all concerns in a confidential and respectful manner. Concerns raised by the students will not rebound on them or on other students.



INFORMATION FOR STUDENTS

Any problems, concerns, or suggestions? *If so, the College would like to hear about this.*

How do I raise a concern?

- By talking about it, placing a Stymie notification or by writing it down if it is easier.
- You can do it by yourself, or in discussion with your parents.

To whom do I raise my concern?

- We recommend you discuss the issue with your Mentor (Senior Years), classroom teacher (Junior Years), Head of Year, or Director of Boarding or you may also speak with any staff member you feel more comfortable with.

Does it matter what the issue is?

- No, it does not matter if it is a big problem or a small one. Talking things over can often help to find solutions.

What will happen next?

- If possible, the staff member to whom you have made the concern will deal with it in person. If they are not able to do so, they will go on your behalf to someone who can help.

Does anyone else have to know?

- The teacher or the person you talk to will only talk to relevant parties about your issue, for your safety or wellbeing, and this will be discussed with you.

Can I remain anonymous?

- The identity of a person raising a concern helps in the investigation and resolution. Anonymous concerns (Stymie) will be noted and dealt with in accordance with the circumstances, available information and action required.

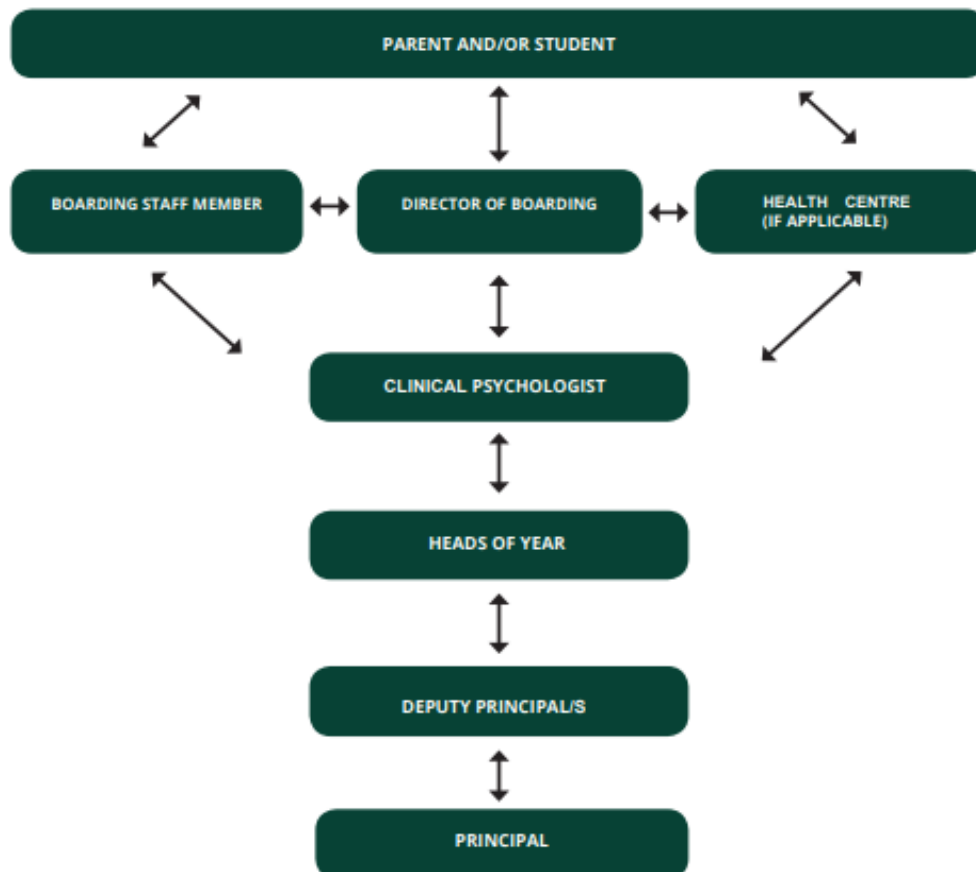
Even if you find the issue hurtful or embarrassing, it will only be discussed by staff, who can help you.



METHODIST LADIES' COLLEGE

BOARDING HOUSE
PASTORAL ISSUES/CONCERNS/QUERIES

FOR ISSUES REGARDING PASTORAL MATTERS IN BOARDING (FOR EXAMPLE DISORGANISATION, PEER RELATIONSHIPS, DISCIPLINE), THE SUGGESTED POINTS OF CONTACT ARE SHOWN BELOW. FOR MOST ISSUES THE FIRST POINT OF CONTACT SHOULD BE WITH THE BOARDING STAFF OR THE DIRECTOR OF BOARDING.





METHODIST LADIES' COLLEGE

DAY SCHOOL PASTORAL ISSUES/CONCERNS/QUERIES

FOR ISSUES REGARDING DAY GIRL PASTORAL MATTERS, (FOR EXAMPLE DISORGANISATION, CO-CURRICULAR COMMITMENTS, PEER RELATIONSHIPS, DISCIPLINE), THE FIRST POINT OF CONTACT SHOULD BE WITH YOUR DAUGHTER'S MENTOR/CLASS TEACHER OR HEAD OF YEAR.

STUDENT AND/OR PARENT

MENTOR/ CLASS
TEACHER

HEALTH CENTRE/
CLINICAL PSYCHOLOGIST/
CHAPLAIN

HEAD OF YEAR

PASTORAL CARE TEAM

DEPUTY PRINCIPAL/S

PRINCIPAL



METHODIST LADIES' COLLEGE

CURRICULUM QUERIES

FOR QUERIES REGARDING CURRICULUM (FOR EXAMPLE WACE, COURSE SELECTIONS OR ACADEMIC PROGRESS), THE FIRST POINT OF CONTACT SHOULD BE WITH YOUR DAUGHTER'S SUBJECT/CLASS TEACHER OR HEAD OF ACADEMIC DEPARTMENT

PARENT AND/OR STUDENT

